



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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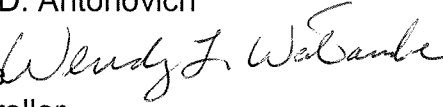
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October 3, 2008

TO: Supervisor, Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe 
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW OUTLOOK
BOYS HOME**

We have completed a review of New Outlook Boys Home (Group Home or Agency) operated by New Outlook Boys Home, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, the Group Home was providing services for eight DCFS children.

New Outlook Boys Home is located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement except for several deficient areas.

New Outlook Boys Home needs to maintain appropriate landscaping in the front and back yards and clean, replace and make several repairs throughout the home. The Group Home also needs to develop comprehensive Needs and Services Plans that include input from all members of the treatment team and maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing psychiatrist. In addition, the Group Home needs to provide children with the required \$50 monthly clothing allowance.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:bg

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Micheal Armstead, Board Chair, New Outlook Boys Home
Shawn Chustz, Executive Director, New Outlook Boys Home
Public Information Office
Audit Committee

**New Outlook Boys Home, Incorporated
New Outlook Group Home
Los Angeles, California 90062
License Number: 191801203
Rate Classification Level: 7**

I. Facility and Environment

Method of assessment – Observation

Comments:

New Outlook Group Home is located in a residential community. The exterior of the Group Home is adequately maintained. However, the front and back yards are not adequately landscaped. The trees and bushes in the front and back yards are over grown.

Generally, the interior of the Group Home is adequately maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the sofas and chairs in the living room are torn and dirty, the wall heater cover in the dining room is dirty and the dining room china cabinet has writing on it. The kitchen stove hood and microwave are dirty. In the bathroom, the bath tub and shower combination is dirty, has mold and there are missing and broken tiles.

Overall, the children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. However, children's laundry baskets are torn and worn. The window blinds in the bedrooms are dirty, there is unfinished repair work on the walls and there is writing on the closet walls. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. New Outlook Boys Home management:

- a. Trim all overgrown trees and bushes in the front and back yards and maintain appropriate landscaping.**

- b. Replace the torn and dirty sofas and chairs in the common living areas.
- c. Clean or replace the wall heater cover in the dining room.
- d. Remove all writing off the china cabinet in the dining room.
- e. Clean the stove hood in the kitchen.
- f. Clean the microwave.
- g. Clean the bath tub and shower.
- h. Replace all missing and broken bath tiles.
- i. Replace the children's laundry baskets.
- j. Clean the window blinds in the children's bedrooms.
- k. Paint all repair areas on the walls in the children's bedrooms.
- l. Remove all writing inside the children's bedroom closets.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, the NSPs are not comprehensive, do not include short and long term goals and all members of the treatment team are not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. New Outlook Boys Home management:

- a. Include all members of the treatment team in the development and implementation of the Needs and Services Plans.
- b. Develop comprehensive Needs and Services Plans that are comprehensive, time limited and include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. However, documentation to confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist is not maintained.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

3. New Outlook Boys Home management maintain documentation to confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Three****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

The Group Home provides appropriate clothing and items of necessity to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity. However, children are not provided with the required \$50 monthly clothing allowance.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 4. New Outlook Boys Home management provide children with required \$50 monthly clothing allowance.**

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(323) 292-6273
(323) 296-3230 fax

5/30/2008

RE: Corrective Action Plan

I. Facility and Environment.

a. Trim all overgrown trees and bushes.

The recommendation has been implemented and New Outlook Boys Home has hired a landscaper who trims trees and brush on a weekly basis.
The Facility Manager will monitor the landscaper and the Facility Administrator will ensure that the corrective action remains implemented.

b. Repair, Replace torn sofa and chairs.

The recommendation has been implemented whereas the sofa and the two chairs have been repaired by a professional seamstress.
The Facility Manager will monitor the common area furniture weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

c. Clean or Replace wall heater cover.

The recommendation has been implemented. The wall heater cover has been cleaned.
The Facility Manager will ensure that the heater is cleaned weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

d. Remove writing on china cabinet.

The recommendation has been implemented. The Dining Room cabinet has been removed from the facility and disposed of.
The Facility Administrator will ensure that the corrective action remains implemented.

e. Clean the stove hood in kitchen.

The recommendation has been implemented. The stove hood has been replaced.
The hood will be cleaned daily by the Facility Manager.
The Facility Administrator will ensure that the corrective action remains implemented.

f. Clean the microwave.

The recommendation has been implemented. The microwave has been cleaned.
The Facility Manager will ensure that the microwave is cleaned daily.
The Facility Administrator will ensure that the corrective action remains implemented.

g. Clean the bathtub and tile.

The recommendation has been implemented. The bathroom tub, and the surrounding tile has been replaced
The Facility Manager will check the tile weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

h. Replace broken bath tile.

The recommendation has been implemented. The bathroom tub tile has been replaced.
The Facility Manager will check the tile weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

i. Clean the window blinds in children's room.

The recommendation has been implemented. The blinds have been cleaned.
The Facility Manager will ensure that blinds are cleaned weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

j. Paint and repair all walls.

The recommendation has been implemented. The walls have been repaired and painted.
The Facility Manager will check facility walls weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

k. Remove all writing inside of children's closet.

The recommendation has been implemented. The writing has been removed.
The Facility Manager will check the closets weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

I. Replace laundry baskets.

The recommendation has been implemented. Laundry baskets were replaced. The Facility Manager will check the baskets weekly.
The Facility Administrator will ensure that the corrective action remains implemented.

II. New Outlook Management.

a. Include all members of the treatment team in the development and implementation of the Needs and Service Plan.

The recommendation has been implemented. A form has been created to invite the resident's CSW, family members and teachers to share input. Input can include telephone calls, in person or by letter writing.
The form will be faxed by the House Social Worker, and faxed to the CSW.
The Needs and Service will then be faxed to the CSW for signature and implementation.
The Administrator, also part of the treatment team, will monitor treatment team meetings monthly.

b. Develop comprehensive Needs and Service Plans that are specific, measurable, attainable, and realistic to include short and long term goals.

The recommendation has been implemented. The House Social worker will ensure that Needs and Service Plans are measurable and attainable. The House Social worker has met with "Ruffin Consultation Group" and refined the Needs and Service form to reflect short and long term goals, attainability, specific goal.
Ruffin consultants along with the Administrator will assist in monitoring the Needs And Service plans monthly to ensure that the Needs and Service plans remain specific and address short and long term objectives and goals. The Administrator and "Ruffin" Consultants will monitor the House Social Worker's Needs and Service Plans monthly.

V. Psychotropic Medication.

3. Maintain documentation that children taking psychotropic medication are routinely seen by a Psychiatrist.

The recommendation has been implemented. The New Outlook Boys Home will utilize the County approved form for Psychiatric and Psychological appointments. The Facility Manager will complete the form then add the documents to each child's file upon completion of the appointment.
The Facility Administrator will ensure that the corrective action remains implemented.

VII. Clothing and Allowance

4. Provide children with required \$50.00 clothing allowance.

The recommendation has been implemented. The New Outlook Boys Home will provide all children with the minimum fifty dollars , monthly.
The Facility Manager will monitor the allowance monthly, and the Facility Administrator will ensure that the corrective action remains implemented.

The New outlook Home has reviewed all recommendations by the Auditor Controller's office. The Administrator has held a staff meeting and discussed changes. Facility Managers will monitor deficiencies and ensure compliance.

S. Baines



Assistant administrator
5/30/2008